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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Vashi et al.

Serial No.: 09/638,771

Filed: August 15, 2000

For: Versatile Resource Computer-Based
Training System

Art Unit: 2173

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10/4/03

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Washington, DC 20231

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Respectfully submitted,

Robert T. Neufeld
Reg. No. 48,394

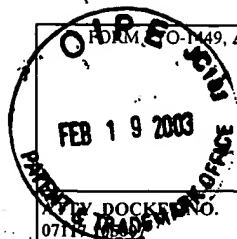
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K&S Docket: 07117.105007 US
3126058 v1

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on February 14, 2003.

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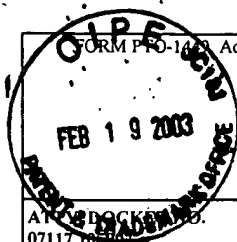
APPLICANT Vashi et al.	SERIAL NO. 09/638,771	FILING DATE August 15, 2000
APPLICANT Vashi et al.		GROUP 2173

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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
	AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
	AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
	AD	4,776,016	10/4/1998	Per K. Hansen			11/21/1985
	AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
	AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
	AH	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
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	AK	5,311,422	5/10/1994	Loftin et al.			6/28/1990
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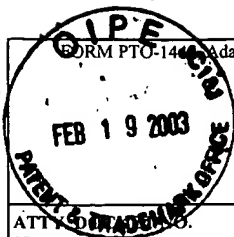


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	BB	5,633,924	5/27/1997	Kaish et al.			12/11/1995
	BC	5,675,637	10/7/1997	Szlam et al.			5/16/1995
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	BE	5,703,943	12/30/1997	Mary Rita Otto	RECEIVED FEB 20 2003 Technology Center 2100		10/16/1995
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	BI	5,745,109	4/28/1998	Nakano et al.			6/17/1996
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	BN	5,833,468	11/10/1998	Guy et al.			1/24/1996
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	BP	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
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	BR	5,937,037	8/10/1999	Kamel et al.			1/28/1998
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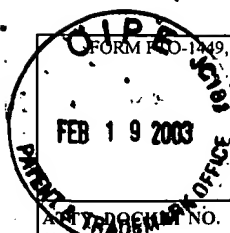
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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	CA	5,943,416	8/24/1999	Doug Gisby			2/17/1998
	CB	5,946,375	8/31/1999	Pattison et al.			5/12/1997
	CC	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
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GROUP 2173		

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DF				
DG				

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DI	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997
DJ	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 - 12
DK	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001
DL	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)
DM	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 nd Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814
DN	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122
DO	Envision Telephony; <i>Click2Coach</i> ; (2001)
DP	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)
DQ	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000;
DR	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 nd Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164
DS	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
DT	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001
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